

Today's Date: 24.05.2023

CONTRACT
COMPANY NAME / Al Eman Tourism
Strat DATE / 24.05.2023 TO End DATE / 31.12.2023

Contact Name / Tariq Salamah
Company / Al Eman Tourism
Address / Saudi Arabia

Dear Mr. Tariq Salamah **,**

We are pleased to offer our services under the terms and conditions herein and would like to thank you for choosing **Millennium and Copthorne Makkah Al Naseem hotel**

We agree to provide as follows:

ACCOMMODATION ROOMS Rates:

Room Type Period	DBL	TPL	QUAD	Meals
From 02-11-1444 to 20-11-1444 From 22 May to 09 Jun 2023	130	160	200	Room Only

ACCOMMODATION Groups ROOM Rates:

Room Type Period	DBL	TPL	QUAD	Meals
From 02-11-1444 to 20-11-1444 From 22 May to 09 Jun 2023	120	135	150	Room Only

- Weekend Supplement SR 20 per room per night.
- Breakfast Supplement SR 30 Per person per Meal.
- Lunch Supplement SR 50 Per person per Meal.
- Dinner Supplement SR 50 Per person per Meal.

GENERAL

- These rates are per room per night quoted in SAR, Room only
- These rates are subject to 5% Municipality Fee, 15% Value Added Tax (VAT).
  Should the Saudi government decide on applying new taxes / fees during this agreement validity, the same will be added to the above rates from the date the decree stipulates so
- These rates or conditions are subject to change without prior notice.



· These rates are not applicable for high seasons December and Easter and national day, plus Ramadan and Haj period from 25th Zull Qeada until 25th Zull Hijja

. The Above rates to be offered offline only, if offered online the rate will be on BAR rates basis.

· Complimentary Room - We are pleased to offer 1 complimentary room for every 15 paying rooms in Groups.

· Rooms are reserved per day and cannot be replaced with rooms on a different date. Any additional rooms will be subject to availability and best available rate will apply

GENERAL BENEFITS AND SERVICES

· Complimentary high speed internet access in room and public areas

· Shuttle bus service from & to Haram

· Complimentary access to hotel gym

· Tea/Coffee making facilities in room

CHECK IN/CHECK OUT TIMES

· The Client is advised that check-in time into the Hotel is from 16.00 hours.

· Check-out time is 12.00 hours. Late departures up to 18.00 hours are possible, subject to availability, though additional charges may be imposed by the Hotel. Day use room requirements should be requested at time of reservation.

· Early check-in before 8:00 hrs need to be booked from the previous night at a full one-night charge.

Early check-in between 8:00-15:00 hrs will be subject to availability

· Late check-out until 18:00hrs: 50% charge of the room rates plus taxes

· Late check-out after 18:00hrs: 100% charge of the room rates plus taxes. Late check out is offered subject to availability.

Entertainment/Permissions:
The Hotel reserves the right to monitor sound levels, conduct, dress code and stage set of all and any entertainment hired directly by or on behalf of the client. A minimum of three (3) working days' notice is required for approval of such entertainment and remains at the sole discretion of the Hotel.

As per the DTCM (Department of Tourism and Commerce Marketing) regulations, all entertainment, except wedding and birthday celebrations must apply for an entertainment permit. For any show or performance, we require the exact details of the performance. All live performances require a permit/permissions issued from the offices of the DTCM. Please contact your point of contact in the hotel for further information.



Storage:
Hotel will not assume any liability of loss, damage or theft of any article left in our possession for storage. The articles are deposited with the hotel at the sole risk of the owner. It is requested that articles should be collected within 24 hours of your event's conclusion. In the event that the articles deposited are not collected within 7 days, the hotel reserves the right to dispose of all remaining articles.

Hotel Premises:
The customer shall be responsible for the orderly conduct of the function and shall ensure that nothing shall be done which will constitute a breach of the law or in any way cause a nuisance.

Hotel assumes no responsibility for personal items, which are damaged or lost prior to, during or following a function. Personal insurance coverage for valuables should be arranged by the patrons/contractors.

Hotel the right to approve all signage and decorations within its private dining and meeting areas. All signs/decorations must be professionally printed/arranged and must match with existing décor and colour scheme. Signs are not permitted on guest-room levels, elevators, main lobby areas of the hotel, or on the exterior of the building

All displays or exhibits, if any, must conform to the Dubai fire ordinance rules. Hotel will not permit the affixing of anything to the walls, floors, or ceilings with nails, staples, or tape of any kind. If this is done without authorization and damage is suffered, the cost of repair and/or replacement will be billed to the patron/contractor as well as the consequent loss of business resulting from this damage.

CANCELLATION/NO SHOW/EARLY DEPARTURE

· In case of a No Show or Cancellation, the hotel reserves the right to charge for the full stay.

WALK OUT POLICY

· In case of exceptional events, the Hotel reserves the right to accommodate all or part of the guests in an equivalent class hotel in the closest vicinity possible at no extra charge to the Client. In such event, the Hotel shall not be held liable for any failure or delay in the performance of any of its contractual obligations, and the Hotel shall inform the Client of such event as early as possible

FORCE MAJEURE

Each Party shall be liable in case of non-compliance with this Contract's term, except in case of a force majeure such as, but not limited to, flood, fire, earthquake and other natural phenomena, bad weather, war, civil war, riots,
strikes, military action, acts of terrorism, embargos, acts or actions by government entities, interruption of transport, or any other emergency situation that is beyond the control of the Parties and making it illegal or impossible to supply the distribution services or to occupy the hotel rooms.

CONFIDENTIAL INFORMATION

The rates quoted here are applicable to this agreement only and are strictly confidential. The Client shall refrain from directly or indirectly disclosing the rates to a third party using any medium. In case of an indirect resale, the Client shall bind the contracting party to the same obligations



RESERVATIONS CONTACT DETAILS

Hotel’s main number	**+966 12 550 9700**
Reservation’s main number	**+966 12 550 9700**
Reservation’s main email address	**mc.reservations@millenniumhotels.com**

PAYMENT POLICY

Master Account:
It is understood and agreed that “COMPANY” is responsible for all accommodation, Tourism Dirham, meeting, scheduled food and beverage charges. The hotel will request credit card imprints from each guest on arrival to guarantee their incidental charges. The customer shall pay any costs for services not mentioned in the agreement ordered by the customer or one of the participants during their stay at the hotel either directly from the hotel or via the hotel by a third party, or directly by a third party which are not included in the costs as specified. The customer shall

unconditionally be liable to pay any costs relating to such additional services including any invoices submitted by a third party to the hotel in the mistaken belief that the costs of the order would be covered by the hotel.

Personal Account:
It is understood that individual guests will be responsible for their own accommodation, Tourism Dirham and incidental expenses. These costs include, but not limited to the minibar, bar, restaurant, laundry and phone charges. All charges incurred are to be settled by the individual on departure. Such extra costs must be paid by individual participants to hotel reception staff by no later than one hour before the planned departure of the group. The customer has the express obligation to ensure that there is sufficient time for individual participants to settle these amounts and if these are not settled, shall be obliged to pay any outstanding amounts. The hotel cannot in any way be held liable for any damage caused by the late departure of the group if this late departure is due to settling additional costs incurred by individual participants.

HOTEL BANK DETAILS- Each hotel

· Upon signing this contract client should make a deposit by bank transfer to the hotel account based on the deposit schedule mentioned below. Please note bank details where payments are to be made

Bank Name	Al Jazerah Bank
Account Number	0309-95010119-001
IBAN No	SA84 6010 0030 9950 1011 9001
Bank Account Currency	Saudi Riyals
Swift Code	BJAZSAJE
Bank Branch Full Postal Address& Contact Details	Saudi Arabia / Riyadh

· The customer agrees to pay an advance of 100% of the total amount of the pro forma invoice at the hotel's request and by the date determined by the hotel. This advance will be deducted from the final amount of the invoice. The payment of the deposit is schedule as per below

Payment Breakdown

An advance payment of 30% to be made on signing of contract.
50% Advance payment to be made 60 days prior to event date.
80% Advance payment to be made 30 days prior to event date.
Balance payment to be made 14 days prior to event date by cash, credit card or bank transfer

· If the agreement covers a series of successive, similar services, the customer undertakes to pay the total amount of the first service in the series at the hotel's request and by the date determined by the hotel. This amount will be deducted from the final amount of the invoice pertaining to the final service in the series. If the customer has not paid the advance by the date determined by the hotel, the hotel has the right to terminate the agreement without serving any period of notice and without being liable to pay the customer any compensation. The customer will be informed about the termination of the agreement by the hotel by written notification.

CONFIRMATION OF THE NUMBER OF PARTICIPANTS:

· The customer undertakes to confirm the number of participants at least 15 days before the arrival of the group.

· The hotel should be informed of the final list of names of all participants and, if they intend to stay overnight, the distribution of the rooms, ten days (10) before the group's arrival at the latest. If the customer does not confirm the number of participants as specified by this article, the hotel has the right to use the rooms which were originally

reserved for participants but which were not confirmed, without the customer having any right to compensation.

· The final list of participants is extended with additional participants at the written request of the customer less than 10 days before the group's arrival, the hotel will try to accommodate these extra people if rooms are available. The provisions of this article shall apply notwithstanding the application of the provision on cancellation as specified under Article “Cancellation of the agreement and no-shows” below.

INSUFFICIENT ACCOMMODATION:

· If upon arrival at the hotel there are not enough rooms available for all members of the group whose reservation had been confirmed, the hotel has the right to provide accommodation for the whole group or part thereof in another hotel of a similar category. The hotel is free to choose this alternative hotel and will cover the costs of transporting group members to the other hotel including the cost of accommodation in that hotel. Under no circumstance can the hotel in which accommodation was originally reserved be held liable to pay compensation of any kind to the customer.

CANCELLATION OF THE AGREEMENT AND "NO-SHOW":

Cancellation:

Accommodation cancellation and attrition policy

· Until 90 days prior to the first scheduled arrival date, the whole, or part thereof, of the reservation may be cancelled without penalty.

· Between 89 and 60 days prior to the first scheduled arrival date, 20% of the number of rooms per night may be cancelled without cancellation fee. Any additional cancellations will be charged, based on the contracted revenue. This reduction cannot be cumulated with any of the preceding or following reductions.

· Between 59 and 30 days prior to the first scheduled arrival date, 10% of the remaining number of rooms per night may be cancelled without cancellation fee. Any additional cancellations will be charged, based on the contracted revenue. This reduction cannot be cumulated with any of the preceding or following reductions.

· Between 29 and 15 days prior to the first scheduled arrival date, 5% of the remaining number of rooms per night may be cancelled without cancellation fee. Any additional cancellations will be charged, based on the contracted

revenue. This reduction cannot be cumulated with any of the preceding or following reductions.

· Less than 15 days prior to the first scheduled arrival date, any cancellation will be subject to a penalty to 100 (hundred) % of the price of the reservation.

· Furthermore, the above mentioned cancellation conditions and all other conditions of this agreement, will also apply at the organizer’s expense when participants themselves are responsible for the payment of their room, breakfast and extra’s, and in the case of no-shows.

· In case of incurred cancellation or attrition charges by the client, the hotel will deduct any resold rooms by the client from these costs. Availability to reinstate or resell rooms will be at hotel discretion based on the available inventory for groups segment.

CREDIT FACILITY

· Should your company wish to settle the Guest’s invoice; company should enjoy credit facility with the hotel. In order to establish the credit facility, credit Application form should be completed and approved by the hotel well in advance (the process require 3 to 4 weeks). Upon reservation, the Company should send an email/fax stating the costs for which the company wishes to be charged.

· For the Guests whose extra charges (mini bar, telephone etc.) are not covered by the Company, a Credit Card imprint or pre-payment upon check-in will be requested.

· Room rates and conditions are subject to change within 30 days of written notice.

· Taxes, visa charges & transportation cost are subject to changes at any time with further notice.



· This Agreement applies to individual bookings only up to 9 rooms per night and 10 rooms booking or above will be considered as group. Rates for groups are available upon request.

· All bookings are subject to prior reservations done thru a company's email or fax.

· All non-guaranteed reservations will be released at 18:00hrs on the arrival date. To guarantee the reservation, the hotel requests a valid Credit Card number or a Company's guarantee letter (if company enjoys credit facility with hotel).

· All guests are requested to settle their own room account prior to departure

· The client recognize that the provisions of the agreement signed by them, and in particular the rates, are strictly confidential and accept not to disclose them without the written approval of the other party, for the entire duration of this agreement.

In order to activate this Rate Agreement, we kindly request you to sign, stamp and return one copy.

I agree to the mentioned terms and conditions.

Signed for and on behalf of: Signed for and on behalf of:

Insert Company Name Millennium Makkah Al Naseem

………………………………………………………
………………………………………………………

Print name: Print name: Ayman Sarhan

Title Title Asst. Director Business Development

Date: Date: 24th May

MILLENNIUM MAKKAH AL NASEEM
3rd Ring Road, Al Naseem, Makkah 24245, Saudi Arabia | T. +966 12 550 9700.
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